

AMENDMENTSIn the Claims

1. – 22. Cancelled.

23. (Currently Amended) An apparatus comprising:

a communication server ~~for communicating with a communication channel, the~~

~~communication server operable~~ configured to[[:]]

communicate with a communication channel by virtue of being configured to

~~handle process~~ an incoming communication received from the

communication channel, ~~the receiving the incoming~~

~~communication being performed~~ via a channel driver

communicatively coupled to the communication channel, wherein

the channel driver is ~~operable~~ configured according to the media

type of the communication channel,

the media type of the communication channel is one of a

plurality of media types, and

the channel driver is configured to communicate with any of

the media types; and

cause an outgoing communication to be sent to the communication channel, wherein

the communication server is further ~~operable~~ configured to

communicate independently of a media type of the

communication channel by virtue of being ~~operable~~

configured to use the channel driver.

24. (Currently Amended) The apparatus of claim 23 wherein
the channel driver is further ~~operable~~ configured to[[:]]

provide an event when the incoming communication is received from the communication channel; and

issue a command to the communication channel, wherein the command is the outgoing communication, the issuing being according to the media type of

the communication channel;

and wherein

the communication server ~~being operable to handle the incoming communication further comprises the communication server being~~ **operable is further configured** to obtain the event provided by the channel driver; and

the communication server being ~~operable~~ **configured** to cause the outgoing communication to be sent further comprises the communication server being ~~operable~~ **configured** to cause the channel driver to issue the command.

25. **(Currently Amended)** The apparatus of claim 24 further comprising:
a user interface comprising a user interface object **operable configured** to be activated,
wherein the communication server is **operable configured** to cause the channel driver to issue the command upon activation of the user interface object.

26. **(Currently Amended)** The apparatus of claim 25 wherein
the communication server is further **operable configured** to receive the activation of the user interface object.

27. **(Currently Amended)** The apparatus of claim 25 wherein
the communication server is further **operable configured** to provide a notification of the event via the user interface.

28. **(Currently Amended)** The apparatus of claim 25 wherein
the communication server is further **operable configured** to~~to~~
determine an agent to be notified of the event; and
provide a notification of the event to the agent via the user interface.

29. **(Previously Presented)** The apparatus of claim 25 further comprising:
a connection between the user interface and the communication channel.

30. **(Currently Amended)** The apparatus of claim 29 wherein the connection comprises:
a first sub-connection between the user interface and the communication server;

a second sub-connection between the communication server and the channel driver; and
 a third sub-connection between the channel driver and the communication channel;
 and wherein

the communication server is further **operable configured** to use the first and
 second sub-connections to cause the channel driver to issue the command;
 and
 the channel driver is further **operable configured** to use the third sub-connection to issue
 the command.

31. (Previously Presented) The apparatus of claim 25, further comprising:
 a database comprising:

an event table comprising information regarding the event;
 a command table comprising information regarding the command; and
 a user interface object table comprising information regarding the user interface object.

32. (**Currently Amended**) The apparatus of claim 31 wherein
 the communication server being **operable configured** to ~~handle~~ **process** the event
 comprises further being **operable configured** to access the event table; and
 the communication server being **operable configured** to cause the channel driver to issue
 the command comprises being further **operable configured** to access the
 command table and the user interface object table to cause the channel driver to
 issue the command, wherein
 command data in the command table and user interface object data in the user
 interface object table are used to cause the channel driver to issue the
 command.

33. (**Currently Amended**) The apparatus of claim 31 wherein
 the communication server is further **operable configured** to~~[[:]]~~
 obtain the event provided by the channel driver; and
 perform an event response;
 and
 the database further comprises:

an event response table comprising information regarding the event response to be performed upon obtaining the event.

34. **(Currently Amended)** The apparatus of claim 31 wherein the communication server is further ~~operable~~ **configured** to~~[[:]]~~
determine a configuration for an agent using the user interface;
and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

35. (Previously Presented) The apparatus of claim 34 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and
an agent table comprising information regarding the agent.

36. (Previously Presented) The apparatus of claim 24 wherein the communication channel is one communication channel of a plurality of communication channels;
the channel driver is one channel driver of a plurality of channel drivers; and
each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

37. **(Currently Amended)** A method ~~for communicating using a communication channel~~ comprising:

receiving an event via a channel driver, **wherein**

the channel driver is communicatively coupled to ~~[[the]]~~ **a** communication channel, wherein

~~the receiving~~ the event ~~communicates~~ **is communicated**

according to a media type of the communication channel,

and

the media type of the communication channel is one of a

plurality of media types; and

providing a notification of the event via a user interface, wherein

~~the providing~~ the notification is ~~performed~~ provided by a communication server
[[that]] ,

the communication server is independent of the media type of the
communication channel by virtue of being configured to use the channel
driver to communicate with the communication channel,
the media type of the communication channel is one of a plurality of media
types, and
the channel driver is configured to communicate with any of the media types.

38. (Previously Presented) The method of claim 37 further comprising:
obtaining an activation of a user interface object from the user interface, wherein the
activation is associated with a command; and
issuing the command via the channel driver to the communication channel, wherein the
issuing the command communicates according to the media type.

39. (Previously Presented) The method of claim 37 further comprising:
determining an agent to be notified of the event;
and wherein
the providing the notification comprises providing the notification to the agent via the
user interface.

40. (Previously Presented) The method of claim 37 wherein
the event corresponds to a work item; and
the providing the notification of the event comprises providing a notification of the work
item.

41. (Previously Presented) The method of claim 37 further comprising:
establishing a connection between the user interface and the communication channel;
and wherein
the providing the notification is performed via the connection.

42. **(Currently Amended)** A method for communicating using a communication channel

comprising:

issuing a command to the communication channel, wherein

the issuing the command is performed by a channel driver ~~that communicates,~~

the channel driver is configured to communicate with the communication

channel according to the media type of the communication channel,

the media type of the communication channel is one of a plurality of media

types, and

the channel driver is configured to communicate with any of the media types.

43. (Previously Presented) The method of claim 42 further comprising:

determining the command upon receiving an activation of a user interface object of a user interface.

44. (Currently Amended) A method comprising:

receiving an event from a communication channel, wherein

the receiving [[being]] is performed by a channel driver ~~that communicates,~~

the channel driver is configured to communicate with the communication

channel according to a media type of the communication channel,

the media type of the communication channel is one of a plurality of media

types, and

the channel driver is configured to communicate with any of the media types;

accessing a database to determine an event response to in response to the receiving of the event, wherein

the accessing [[being]] is performed by a communication server ~~that,~~

the communication server is configured to operate independently of the media

type by virtue of being configured to use the channel driver to receive the

event from the communication channel; and

performing the event response, ~~the performing being controlled by~~ under the control of the communication server.

45. (Currently Amended) A computer system comprising:

a processor;

a display, coupled to the processor;
 computer readable medium coupled to the processor; and
 computer instructions, encoded in the computer readable medium, the computer
 instructions comprising:

a communication server, wherein

the communication server is configured to ~~cause said~~ allow the

processor to communicate with a communication channel, ~~the~~
~~communication channel having a media type, by virtue of~~ the
 communication server comprising:

incoming instructions configured to ~~handle process~~ an incoming
 communication received from the communication channel,
wherein

~~the receiving~~ the incoming communication ~~[[being]]~~ is

received via a channel driver ~~that operates,~~

the channel driver is configured to provide

communication between the communication

server and the communication channel according

to ~~[[the]]~~ a media type of the communication

channel,

the media type of the communication channel is one of a

plurality of media types, and

the channel driver is configured to communicate with

any of the media types; and

outgoing instructions configured to cause an outgoing
 communication to be sent to the communication channel,
 wherein

the incoming instructions are configured to communicate

independently of the media type of the

communication channel by virtue of being

configured to use the channel driver to allow the

communication server to communicate with the

communication channel, and
the outgoing instructions are configured to communicate
independently of the media type of the
communication channel by virtue of being
configured to use the channel driver to allow the
communication server to communicate with the
communication channel.

46. (Previously Presented) The computer system of claim 45 wherein the channel driver comprises:

event obtaining instructions to obtain an event when the incoming communication is received from the communication channel, wherein the event obtaining instructions communicate according to the media type; and
issuing instructions to issue a command to the communication channel, wherein the command is the outgoing communication and the issuing instructions communicate according to the media type;

and wherein

the incoming instructions further comprise event providing instructions to provide the event obtained by the event obtaining instructions; and
the outgoing instructions further comprise causing instructions to cause the issuing instructions to issue the command.

47. (Currently Amended) The computer system of claim 46 wherein the computer instructions further comprise:

user interface instructions, wherein

the user interface instructions are configured to provide a user interface presented on the display,

the user interface ~~comprising~~ comprises a user interface object ~~operable~~
configured to be activated, ~~wherein~~ and

the causing instructions are configured to cause the issuing instructions to issue the command upon activation of the user interface object.

48. (Previously Presented) The computer system of claim 47 wherein the communication server further comprises activation receiving instructions to receive the activation of the user interface object.

49. (Previously Presented) The computer system of claim 47 wherein the communication server further comprises notifying instructions to provide a notification of the event via the user interface.

50. (Previously Presented) The computer system of claim 47 wherein the communication server further comprises:

agent determining instructions to determine an agent to be notified of the event;
and

notifying instructions to provide a notification of the event to the agent via the user interface.

51. (Previously Presented) The computer system of claim 47 wherein the computer instructions further comprise:

connection instructions for establishing a connection between the user interface and the communication channel.

52. (Previously Presented) The computer system of claim 51 wherein the connection instructions comprise:

first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;

second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and

third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;

and wherein

the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and

the channel driver uses the third sub-connection to issue the command.

53. (Previously Presented) The computer system of claim 52, wherein the first sub-connection comprises:

- a web connection between the user interface and a web server; and
- an interprocess connection between the web server and the communication server.

54. (Previously Presented) The computer system of claim 47, further comprising:
a database stored in the computer readable medium comprising:

- an event table comprising information regarding the event;
- a command table comprising information regarding the command; and
- a user interface object table comprising information regarding the user interface object.

55. (Previously Presented) The computer system of claim 54 wherein
the event providing instructions comprise event table accessing instructions to access the
event table, wherein
event data in the event table is used to provide the event; and
the causing instructions comprise:

- command table accessing instructions to access the command table; and
- user interface object table accessing instructions to access the user interface object
table, wherein

command data in the command table and user interface object data in the user interface
object table are used to cause the issuing instructions to issue the command.

56. (Previously Presented) The computer system of claim 54 wherein
the communication server further comprises:

- event obtaining instructions to obtain the event provided by the event providing
instructions; and

- event response performing instructions to perform an event response;

and

the database further comprises:

- an event response table comprising information regarding the event response to be
performed upon obtaining the event.

57. (Previously Presented) The computer system of claim 54 wherein

the communication server further comprises:

configuration determining instructions to determine a configuration for an agent
using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which
the agent belongs.

58. (Previously Presented) The computer system of claim 57 wherein
the database further comprises:

a configuration table comprising information regarding the configuration; and
an agent table comprising information regarding the agent.

59. (Previously Presented) The computer system of claim 46 wherein
the communication channel is one communication channel of a plurality of
communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and
each communication channel of the communication channels is associated with a
corresponding channel driver of the channel drivers.

60. (**Currently Amended**) A computer system to communicate using a communication
channel comprising:

a processor;

a display, coupled to the processor;

computer readable medium coupled to the processor; and

computer instructions, encoded in the computer readable medium, the computer
instructions comprising:

receiving instructions, wherein

the receiving instructions are configured to receive an event from the
communication channel, ~~wherein~~

the receiving instructions are configured to communicate according to a
media type of the communication channel,

the media type of the communication channel is one of a plurality of media types, and
the channel driver is configured to communicate with any of the media types; and
 notifying instructions, wherein
the notifying instructions are configured to provide a notification of the event via a user interface presented on the display, ~~wherein~~ and
 the notifying instructions communicate independently of the media type of the communication channel by virtue of being configured to obtain the event via the receiving instructions.

61. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

activation obtaining instructions to obtain an activation of a user interface object of the user interface, wherein the activation is associated with a command; and
 issuing instructions to issue the command to the communication channel, wherein the issuing the command communicates according to the media type.

62. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

agent determining instructions to determine an agent to be notified of the event;
 and wherein
 the notifying instructions comprise agent notifying instructions to provide the notification to the agent via the user interface.

63. (Previously Presented) The computer system of claim 60 wherein
 the event corresponds to a work item; and
 the providing instructions comprise work item providing instructions to provide a notification of the work item via the user interface.

64. (Previously Presented) The computer system of claim 60 wherein the computer instructions further comprise:

connection instructions to establish a connection between the user interface and the

communication channel;
 and wherein
 the notifying instructions use the connection to provide the notification.

65. **(Currently Amended)** A computer system to communicate using a communication channel comprising:

a processor;
 a display, coupled to the processor;
 computer readable medium coupled to the processor; and
 computer instructions, encoded in the computer readable medium, the computer instructions comprising:
 issuing instructions **configured** to issue a command to the communication channel, wherein
 the issuing instructions are configured to use a channel driver ~~that~~
communicates,
the channel driver is configured to communicate according to the
 media type **of the communication channel,**
the media type of the communication channel is one of a plurality of
media types, and
the channel driver is configured to communicate with any of the
media types.

66. **(Previously Presented)** The computer system of claim 65 wherein the computer instructions further comprise:

command determining instructions to determine the command upon receiving an
 activation of a user interface object of a user interface presented on the display,
 wherein the command determining instructions communicate independently of the
 media type by virtue of being configured to use the issuing instructions to issue
 the command.

67. **(Currently Amended)** A computer system comprising:

a processor;

computer readable medium coupled to the processor; and
 computer instructions, encoded in the computer readable medium, the computer instructions comprising:
 receiving instructions to receive an event from a communication channel,
 the receiving ~~[[being]]~~ is performed via a channel driver ~~that~~
~~communicates~~ ,
the channel driver is configured to communicate with the
communication channel according to a media type of the
 communication channel,
the media type of the communication channel is one of a plurality of
media types, and
the channel driver is configured to communicate with any of the
media types;
 accessing instructions to access a database to determine an event response to the
 receiving of the event; and
 event response performing instructions to perform the event response, the event
 response performing instructions operating independently of the media
 type.

68. (Currently Amended) A computer program product comprising:
 a communication server configured to ~~cause said~~ allow a processor to communicate
 with a communication channel, ~~the communication channel having a media~~
~~type, by virtue of~~ the communication server comprising:
 incoming instructions, wherein
the incoming instructions are configured to ~~handle~~ process an
 incoming communication received from the communication
 channel via a channel driver,
~~the receiving~~ the incoming communication ~~being performed~~ is received
 via ~~[[a]]~~ the channel driver ~~that communicates~~,
the channel driver is configured to provide communication between
the communication server and the communication channel
 according to the media type of the communication channel, and

the media type of the communication channel is one of a plurality of media types; and
 outgoing instruction, wherein
the outgoing instructions are configured to cause an outgoing communication to be sent to the communication channel, ~~wherein~~ the incoming instructions are configured to communicate independently of the media type of the communication channel by virtue of being configured to use the channel driver to communicate with the communication channel, and
 the outgoing instructions are configured to communicate independently of the media type of the communication channel by virtue of being configured to use the channel driver to communicate with the communication channel; and
 a computer readable medium to store the communication server.

69. (Previously Presented) The computer program product of claim 68 wherein the channel driver comprises:

event obtaining instructions to obtain an event when the incoming communication is received from the communication channel, wherein the event obtaining instructions communicate according to the media type; and
 issuing instructions to issue a command to the communication channel, wherein the command is the outgoing communication and the issuing instructions communicate according to the media type;
 and wherein
 the incoming instructions further comprise event providing instructions to provide the event obtained by the event obtaining instructions;
 the outgoing instructions further comprise causing instructions to cause the issuing instructions to issue the command; and
 the computer readable medium further stores the channel driver.

70. (Currently Amended) The computer program product of claim 69 further comprising:

user interface instructions to provide a user interface presented on the display, the user interface comprising a user interface object **operable configured** to be activated, wherein the causing instructions cause the issuing instructions to issue the command upon activation of the user interface object;

and wherein

the computer readable medium further stores the user interface instructions.

71. (Previously Presented) The computer program product of claim 70 wherein the communication server further comprises activation receiving instructions to receive the activation of the user interface object.

72. (Previously Presented) The computer program product of claim 70 wherein the communication server further comprises notifying instructions to provide a notification of the event via the user interface.

73. (Previously Presented) The computer program product of claim 70 wherein the communication server further comprises:

agent determining instructions to determine an agent to be notified of the event;

and

notifying instructions to provide a notification of the event to the agent via the user interface.

74. (Previously Presented) The computer program product of claim 70 further comprising:

connection instructions for establishing a connection between the user interface and the communication channel;

and wherein

the computer readable medium further stores the connection instructions.

75. (Previously Presented) The computer program product of claim 74 wherein the connection instructions comprise:

first sub-connection instructions to establish a first sub-connection between the user interface and the communication server;

second sub-connection instructions to establish a second sub-connection between the communication server and the channel driver; and
 third sub-connection instructions to provide a third sub-connection between the channel driver and the communication channel;
 and wherein
 the communication server uses the first and second sub-connections to cause the channel driver to issue the command; and
 the channel driver uses the third sub-connection to issue the command.

76. (Previously Presented) The computer program product of claim 75, wherein the first sub-connection comprises:

a web connection between the user interface and a web server; and
 an interprocess connection between the web server and the communication server.

77. (Previously Presented) The computer program product of claim 70 further comprising:

a database stored in the computer readable medium comprising:

an event table comprising information regarding the event;
 a command table comprising information regarding the command; and
 a user interface object table comprising information regarding the user interface object.

78. (Previously Presented) The computer program product of claim 76 wherein the event providing instructions comprise event table accessing instructions to access the event table, wherein

event data in the event table is used to provide the event; and

the causing instructions comprise:

command table accessing instructions to access the command table; and
 user interface object table accessing instructions to access the user interface object table, wherein

command data in the command table and user interface object data in the user interface object table are used to cause the issuing instructions to issue the command.

79. (Previously Presented) The computer program product of claim 76 wherein the communication server further comprises:

event obtaining instructions to obtain the event provided by the event providing instructions; and

event response performing instructions to perform an event response;

and

the database further comprises:

an event response table comprising information regarding the event response to be performed upon obtaining the event.

80. (Previously Presented) The computer program product of claim 76 wherein the communication server further comprises:

configuration determining instructions to determine a configuration for an agent using the user interface;

and wherein

the database further comprises:

an agent configuration table comprising information regarding the configuration to which the agent belongs.

81. (Previously Presented) The computer program product of claim 80 wherein the database further comprises:

a configuration table comprising information regarding the configuration; and

an agent table comprising information regarding the agent.

82. (Previously Presented) The computer program product of claim 69 wherein the communication channel is one communication channel of a plurality of communication channels;

the channel driver is one channel driver of a plurality of channel drivers; and

each communication channel of the communication channels is associated with a corresponding channel driver of the channel drivers.

83. **(Currently Amended)** A computer program product to communicate using a communication channel, the computer program product comprising:

receiving instructions **configured** to receive an event from the communication channel,
 wherein
 the receiving instructions ~~include~~ **comprise** a channel driver ~~that communicates,~~
the channel driver is configured to communicate with the communication
channel according to a media type of the communication channel, **and**
the media type of the communication channel is one of a plurality of media
types;
 notifying instructions **configured** to provide a notification of the event via a user
 interface, wherein
 the notifying instructions **are configured to** communicate independently of the
 media type **of the communication channel** by virtue of being configured
 to use the channel driver **to communicate with the communication**
channel; and
 a computer readable medium to store the receiving instructions and the notifying
 instructions.

84. (Previously Presented) The computer program product of claim 83 further
 comprising:

activation obtaining instructions to obtain an activation of a user interface object of the
 user interface, wherein the activation is associated with a command; and
 issuing instructions to issue the command to the communication channel, wherein
 the issuing the command is performed via the channel driver that communicates
 according to the media type; and
 the computer readable medium further stores the issuing instructions.

85. (Previously Presented) The computer program product of claim 83 further
 comprising:

agent determining instructions to determine an agent to be notified of the event;
 and wherein
 the notifying instructions comprise agent notifying instructions to provide the
 notification to the agent via the user interface; and
 the computer readable medium further stores the agent determining instructions.

86. (Previously Presented) The computer program product of claim 83 wherein the event corresponds to a work item; and the notifying instructions comprise work item providing instructions to provide a notification of the work item via the user interface.

87. (Previously Presented) The computer program product of claim 83 further comprising:
connection instructions to establish a connection between the user interface and the communication channel;
and wherein
the notifying instructions use the connection to provide the notification; and the computer readable medium further stores the connection instructions.

88. (Currently Amended) A computer program product ~~to communicate using a communication channel~~ comprising:
issuing instructions **configured** to issue a command to ~~[[the]]~~ **a** communication channel, wherein
the issuing instructions **are configured to** cause a channel driver ~~that communicates according to the media type~~ to issue the command, **the channel driver is configured to allow communication with the communication channel according to a media type of the communication channel. and the media type of the communication channel is one of a plurality of media types**; and
a computer readable medium to store the issuing instructions.

89. (Previously Presented) The computer program product of claim 88 further comprising:
command determining instructions to determine the command upon receiving an activation of a user interface object of a user interface, wherein
the command determining instructions communicate independently of the media type by virtue of using the channel driver to issue the command; and

the computer readable medium further stores the command determining instructions.

90. (Currently Amended) A computer program product comprising:

receiving instructions configured to receive an event from a communication channel,

wherein

~~the receiving being performed~~ the event is received via a channel driver ~~that~~
~~communicates,~~

the channel driver is configured to communicate with the communication

channel according to a media type of the communication channel, and

the media type of the communication channel is one of a plurality of media
types;

accessing instructions configured to access a database to determine an event response to
the receiving of the event;

event response performing instructions configured to perform the event response, the

event response performing instructions ~~operating~~ configured to operate

independently of the media type of the communication channel by virtue of

being configured to use the channel driver to communicate with the

communication channel; and

a computer readable medium to store the receiving instructions, the accessing
instructions, and the event response performing instructions.

91. (Currently Amended) An apparatus comprising:

receiving means for receiving an event from the communication channel, wherein the

receiving of the event is performed via a channel driver that communicates

according to a media type of the communication channel; and

notifying means for providing a notification of the event via a user interface, wherein the

providing the notification is independent of the media type by virtue of being

configured to use the channel driver to communicate with the communication

channel.

92. (Previously Presented) The apparatus of claim 91 further comprising:

activation obtaining means for obtaining an activation of a user interface object of the

user interface, wherein the activation is associated with a command; and
issuing means for issuing the command to the communication channel, wherein the
issuing the command communicates according to the media type.

93. (Previously Presented) The apparatus of claim 91 further comprising:
agent determining means for determining an agent to be notified of the event;
and wherein
the notifying means comprise agent notifying means for providing the notification to the
agent via the user interface.

94. (Previously Presented) The apparatus of claim 91 wherein
the event corresponds to a work item; and
the notifying means comprise work item notifying means for providing a notification of
the work item.

95. (Previously Presented) The apparatus of claim 91 further comprising:
connection means for establishing a connection between the user interface and the
communication channel;
and wherein
the notifying means use the connection for providing the notification.

96. (Previously Presented) An apparatus comprising:
issuing means for issuing a command to the communication channel, wherein the issuing
the command is performed via a channel driver that communicates according to
the media type; and
command determining means for determining the command upon receiving an activation
of a user interface object of a user interface, wherein the determining is performed
independently of the media type by virtue of being configured to use the channel
driver to issue the command.

97. **(Currently Amended)** An apparatus comprising:
event receiving means for receiving an event from a communication channel, wherein

the event is received from the communication channel via the event receiving means,

~~the receiving being performed~~ the event receiving means is configured to communicate with the communication channel according to a media type of the communication channel, and
the media type of the communication channel is one of a plurality of media types;

accessing means for accessing a database to determine an event response to the receiving of the event, wherein

the accessing means ~~operate~~ operates independently of the media type of the communication channel by obtaining the event from the event receiving means, and

the media type of the communication channel is one of a plurality of media types; and

event response performing means for performing the event response, the performing being independent of the media type by virtue of the accessing means determining the event response.

98. (Previously Presented) A signal embodied in a carrier wave comprising: instructions for performing the method of claim 37.

99. (Previously Presented) A signal embodied in a carrier wave comprising: data produced by performing the method of claim 37.

100. (Previously Presented) A signal embodied in a carrier wave comprising: instructions for performing the method of claim 42.

101. (Previously Presented) A signal embodied in a carrier wave comprising: data produced by performing the method of claim 42.

102. (Previously Presented) A signal embodied in a carrier wave comprising: instructions for performing the method of claim 44.

103. (Previously Presented) A signal embodied in a carrier wave comprising:

data produced by performing the method of claim 44.

104. (Previously Presented) The method of claim 44 further comprising:
issuing a command to the communication channel, wherein the issuing the command
communicates according to the media type.

105. (Previously Presented) The method of claim 104 further comprising:
determining the command upon receiving an activation of a user interface object of a user
interface, wherein the determining is performed independently of the media type.

106. (Previously Presented) The method of claim 37 further comprising:
accessing a database to determine an event response to the receiving of the event; and
performing the event response, the performing being independent of the media type.

107. (New) The method of claim 42 wherein
the channel driver is configured to communicate with the communication channel
according to the media type of the communication channel by virtue of
being further configured to determine a media type of the media types of
the communication channel.